

CareEnhance® Review Manager

Automating InterQual® Reviews

CareEnhance Review Manager (Review Manager) software puts the power of InterQual Criteria, the gold standard in evidence-based clinical decision support, at reviewers' fingertips. Review Manager is a browser-based, interactive product that automates the care review process and enables data retrieval and aggregated reporting.

Review Manager helps improve consistency among reviewers and makes the review process more efficient. Features enable users to prioritize reviews, add important information, and schedule follow-up reviews on their worklists for a specified date—all of which save time. Reviewers can quickly find the status of any review using multiple search parameters.

Users can also see criteria in different ways: in a read-only view and in InterQual SmartSheets, concise checklist views of care planning criteria. For secondary reviews, physicians can use Clinical Evidence Summaries to help examine complex or controversial topics, within Review Manager.

Review Manager's reporting capabilities help clients get the most out of their software and data. These reports help clients gain insight into productivity and utilization management outcomes, helping them identify and improve practice patterns. For example, managers can track review completion times facility, then use that information to understand where opportunities for improvement exist.

More than 40 pre-defined reports are included. With Crystal Reports®, users can also build custom reports that can be imported and reused by others.

Review Manager can be used standalone or can be integrated with other applications, such as care management

workflow applications. When integrated, Review Manager enables access to InterQual review information from within other applications so users can easily put that information to work.

Benefits

- **Increased consistency**—Because reviews are automated and rely on world-class InterQual Criteria, customers can achieve greater consistency from reviewer to reviewer.
- **Ease of use**—Intuitive screen displays, nested decision trees and printable criteria sets make Review Manager easy to use. Whether used standalone or in an integrated environment, Review Manager can be tailored to a client's work, further enhancing effectiveness.
- **Improved business practices**—The ability to collect and organize data helps organizations identify trends, meet regulatory requirements, explore reasons behind utilization patterns, and identify areas for quality improvement.
- **Enhanced efficiency**—Features such as worklists, search capabilities, and workflow options enhance productivity. For example, the role assignment security feature lets clients tailor Review Manager operation to their organizations by enabling specific capabilities for specific staff roles.

Features

- **World-class InterQual Criteria**—Review Manager leverages widely used and respected InterQual clinical content.
- **Role assignment**—Access to functions by content, staff location, and staff responsibilities provides flexibility to match a client's medical review process.
- **Review assignment**—Intake personnel can assign reviews to appropriate coordinators, and allow managers to readjust workloads as needs shift.



The power to drive effective healthcare

“Review Manager allows us to perform reviews more efficiently, track our processes, conduct secondary reviews, measure reviewer performance and hold them accountable.”

Dr. Thomas Pascuzzi

Medical Director of Care Coordination
Presbyterian Healthcare Services



CareEnhance Review Manager is URAC-certified for recognized standards in the Health Utilization Management program.

McKesson Health Solutions

275 Grove Street
Newton, MA 02466-2274

McKesson.com
MHS@McKesson.com
800.782.1334

McKesson

Empowering Healthcare

- **Organization-specific policies**—InterQual Criteria can be annotated with your organization-specific policies to simplify use; these annotations can be migrated with each annual release.
 - **User-friendly searching**—Review Manager allows searches for relevant criteria by key words, CPT, ICD-9 and ICD-10 codes.
 - **Reviewer comments**—Reviewers can provide additional documentation to a review to enhance communication and consistency in decision-making.
 - **Reporting**—Review Manager offers over 40 pre-defined reports, customized reports with no programming skill required, and the ability to import reports designed using Crystal Reports.
 - **Tracking of outcome reasons**—Outcome Reason codes can be customized and used to report on and track resource, quality and network issues.
 - **Review Manager HL7 interface**—An opt-in feature that enables two-way, real-time data exchange between Review Manager and other clinical and administrative systems. Data only needs to be entered once, and flows where it is needed.
 - **Easy access to citations**—Links to short or long citations allow users to quickly get to information that helps deepen their understanding of the criteria. Long citations include evidence classification ratings as well as article abstracts when available.
 - **HIPAA**—Review Manager is HIPAA-enabled to ensure that patient health information is appropriately protected.
 - **URAC certified**—Review Manager software meets recognized URAC standards in the Health Utilization Management Program.
- ### Options
- **InterQual Interrater Reliability Suite**—Hosted, online testing measures and reports on how well and how consistently staff is applying the criteria. An optional customization utility is also available.
 - **Review Manager Custom Criteria Utility**—An easy-to-use editing environment incorporates an organization’s unique policies and procedures and InterQual Criteria into a single workflow. This custom content can be migrated as clients move to the latest version of InterQual and Review Manager.
 - **Review Manager Plus Pak**—Enhanced workflow supports management of both discharge planning and denials based on medical necessity. This add-on encourages proactive care, reduces paperwork, and identifies dollars recovered and areas for improvement that impact the bottom line.
 - **InterQual Connect**—A range of software integration solutions for clients looking to incorporate Review Manager into other care management applications, including provider-focused Web portals for transparency or distributed workflow. InterQual Connect provides both the integration tools and services needed to ensure successful development and implementation.
 - **InterQual Transparency Solution**—Clients can put their licensed criteria on a portal for providers to view, helping boost consistency in decision-making.

InterQual. Access a Higher Intelligence.

For more information, please contact your McKesson Health Solutions Sales or Account Executive.

CareEnhance, InterQual and SmartSheets are trademarks or registered trademarks of McKesson Health Solutions LLC. Crystal Reports is a registered trademark of Business Objects SA or its affiliated companies in the United States and other countries. ©2010 McKesson Corporation and/or one of its subsidiaries. All rights reserved. CERM-FS 0410